

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	Timothy A. Hazzard, et al.
Serial No.:	Unknown
Filing Date:	December 9, 2003
Group Art Unit:	Unassigned
Examiner:	Unassigned
Title:	PROVIDING ACCESS TO A SERVICE USING A SERVICE ENGINE

**MAIL STOP PATENT APPLICATION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**INFORMATION DISCLOSURE STATEMENT**

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97, and 1.98, that the documents listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. A copy of each document is enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), Applicants make no representation that these documents qualify as prior art or that these documents are material to patentability of the present application or that a search has been made.

Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. S 1.98(a)(2)(i) by the U.S. Patent and Trademark Office.

Respectfully submitted,

BAKER BOTTS LLP.  
Attorneys for Applicants



Keiko Ichiye  
Reg. No. 45,460

**Correspondence Address**

2001 Ross Avenue  
Suite 600  
Dallas, Texas 75201-2980  
(214) 953-6494  
Date: December 9, 2003

Customer Number:

**35005**

PTO-1449		Application No. Unknown		Applicant(s) Timothy A. Hazzard, et al.	
Information Disclosure Citation In an Application		Docket Number 014208.1639 (70-03-021)		Group Art Unit Unknown	
				Filing Date December 9, 2003	

## U.S. PATENT DOCUMENTS

	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A					
	B					
	C					
	D					
	E					
	F					
	G					
	H					
	I					
	J					

## FOREIGN PATENT DOCUMENTS

	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	K						
	L						
	M						

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
/R, R	Brain, Marshall, "How ASPs Work", <a href="http://computer.howstuffworks.com/asp.htm/printable">http://computer.howstuffworks.com/asp.htm/printable</a> , © 1998-2003 HowStuffWorks, Inc., 6 pages.	Printed 10/31/2003
O	"How to buy", IBM software, <a href="http://www-3.ibm.com/software/howtobuy/">http://www-3.ibm.com/software/howtobuy/</a> , 1 page.	Printed 10/31/2003
P	"IBM offerings for midsize businesses", IBM software, <a href="http://www-3.ibm.com/software/">http://www-3.ibm.com/software/</a> , 2 pages.	Printed 10/31/2003
Q	"Salesforce.com S3 The new force in CRM", CRM Online - Customer Relationship Management On Demand - Salesforce.com; <a href="http://www.salesforce.com/us/products/index.jsp">http://www.salesforce.com/us/products/index.jsp</a> ; © 2000-2003 Salesforce.com, Inc., 3 pages.	Printed 10/31/2003
/R, R	"The Real Cost of Software", CRM Total Cost of Ownership, TCO, for Salesforce.com, <a href="http://www.salesforce.com/us/products/tco.jsp">http://www.salesforce.com/us/products/tco.jsp</a> , © 2000-2003 Salesforce.com, Inc., 4 pages.	Printed 10/31/2003
EXAMINER	/Ramsey Relai/	DATE CONSIDERED 09/10/2008

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